

5
351.7232
L72dLij
1986

PLEASE RETURN

**State of Montana
Office of the Legislative Auditor**

Report to the Legislature

DEPARTMENT OF LABOR AND INDUSTRY JOB TRAINING SURVEY

STATE DOCUMENTS COLLECTION

This report contains the views and opinions of job training recipients and employers regarding Montana's Job Training programs.

JUL - 8 1986

MONTANA STATE LIBRARY
1515 E. 6th AVE.
HELENA, MONTANA 59620



Office of the Legislative Auditor
Room 135, State Capitol
Helena, Montana 59620

FEB 10 1988

JAN 28 1988

JAN 18 1989

FEB 10 1989

MONTANA STATE LIBRARY
S 351.7232 L72dLij 1986 c.1
Department of Labor and Industry job tra



3 0864 00053897 8

Report to the Legislature

DEPARTMENT OF LABOR AND INDUSTRY

JOB TRAINING SURVEY

January 1986

Report Number 86P-40

Members of the audit staff involved in this survey were: Dave Gould, supervisor; Brad Rafish, auditor-in-charge; and Mary Trudnowski, staff auditor. Additional information on the report can be obtained by contacting the Office of the Legislative Auditor at (406) 444-3122.

*7/1/86
JL*

STATE OF MONTANA

Office of the Legislative Auditor



STATE CAPITOL
HELENA, MONTANA 59620
406/444-3122

DEPUTY LEGISLATIVE AUDITORS:

JAMES GILLET
FINANCIAL-COMPLIANCE AUDITS

JIM PELLEGRINI
PERFORMANCE AUDITS

LEGAL COUNSEL:

JOHN W. NORTHEY

January 1986

SCOTT A. SEACAT
LEGISLATIVE AUDITOR

The Legislative Audit Committee
of the Montana State Legislature:

This is our survey of the views and opinions of job training recipients and employers regarding Montana's job training programs.

We wish to express our appreciation to the director of the Department of Labor and Industry and his staff for their cooperation and assistance.

Respectfully submitted,

A handwritten signature in black ink, appearing to read "Scott A. Seacat".

Scott A. Seacat
Legislative Auditor

TABLE OF CONTENTS (Continued)

	<u>Page</u>
Participant Responses and Views	15
Participant Satisfaction	15
Program Advertising	16
Program Completers	17
Program Noncompleters	20
Received Wanted Training?	21
Did Training Provide a Better Job?	21
Placement Comparisons	22
Present Employment	24
Employer Responses and Views	24
Why Hired?	24
Employer Satisfaction	25
Continue to Hire?	26
IV. Additional Information	26
Appendices	
Appendix A Montana Providers of Job Training Programs	A-1
Appendix B Job Training Components	B-1
Appendix C Questionnaire Cover Letter	C-1
Participant Questionnaire	C-2
Participant Responses	C-6
Control Group Questionnaire	C-14
Control Group Responses	C-15
Employer Survey	C-17
Employer Responses	C-19

LIST OF ILLUSTRATIONS

<u>No.</u>		<u>Page</u>
1.	Job Training Service Delivery Areas	3
2.	Organization of Montana's Job Training Program	5
3.	Locations of Job Training Programs	6
4.	Job Training Programs	7
5.	Participant Population Sizes	11
6.	"Control Group" Characteristics	11
7.	Employer Types	12
8.	Actual Sample Sizes	12
9.	Participant Satisfaction with Program	15
10.	Participant Satisfaction (Completers vs. Noncompleters)	16
11.	Program Advertising	17
12.	Received a Job Upon Completing the Program	18
13.	Received a Job I Was Trained For	18
14.	Type of Job Employed In at Completion of Job Training	19
15.	Hours Worked for Part-time Jobs	20
16.	Reasons for Not Completing Job Training	21
17.	Did Training Provide a Better Job?	22
18.	Placement Comparisons	23
19.	Job Type and Length Comparisons	23
20.	Present Employment	24
21.	Reasons for Hiring Job Training Participants	25
22.	Employer Satisfaction with Job Training Participants	26

I. INTRODUCTION

At the request of the 1985 Human Services Joint Appropriations Subcommittee, the Legislative Audit Committee directed the Legislative Auditor's Office to conduct a survey of Montana's job training recipients.

The four main objectives of our questionnaire survey were:

1. To estimate the degree of satisfaction of job training recipients with job training programs.
2. To estimate the placement rate of job training recipients.
3. To compare placement rates of job training recipients with those of persons visiting their local Job Service Offices.
4. To gauge employers' satisfaction with job training recipients.

We developed survey questionnaires for three groups: job training recipients; employers of job training recipients; and a "control group" consisting of persons who have used their local Job Service Offices.

We limited our survey to programs which delivered actual training: Job Training Partnership Act (JTPA) programs; Displaced Homemaker (DH) programs; Build Montana/Dislocated Worker (DW) programs; and Work Incentive (WIN) programs.

This report is of an informative nature and is not a performance audit of job training programs. Views and opinions contained in this report were made by job training participants, persons within the control group, and employers and are not those of the Office of the Legislative Auditor.

The next section provides an explanation of Montana's job training programs. A summary of our survey methodology and our survey results begins on page 9.

II. BACKGROUND

The Department of Labor and Industry, through its Job Service and Training Division (JSTD), is Montana's administrative entity for the state's job training programs. Local Job Service Offices have been established as the focal points of training activities because of their role in labor exchange and unemployment insurance functions. Since some people can be better served outside of the Job Service Offices, other training programs were developed to provide services which are complimentary to the Job Service programs.

All providers of training are called "program operators." They include state agencies, private firms, and nonprofit organizations.

Purpose of Job Training Programs

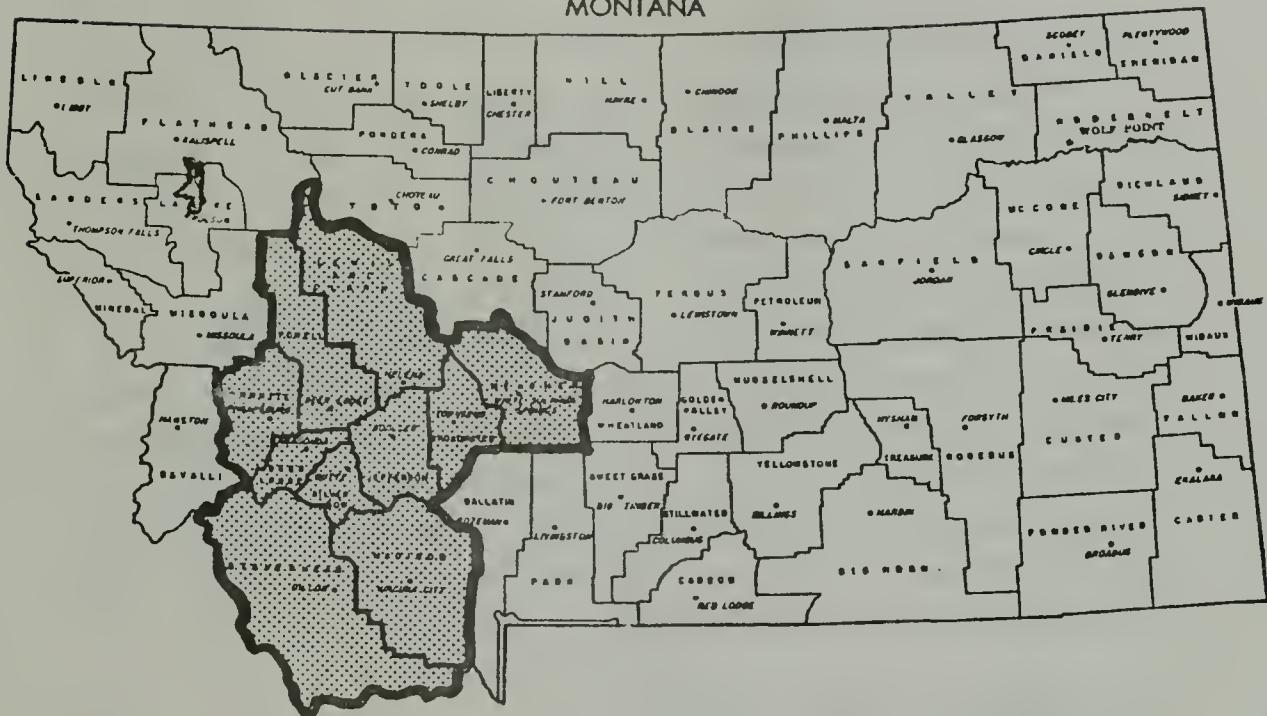
The primary purpose of Montana's job training programs is to provide training to unskilled and economically disadvantaged individuals who need training to gain employment. Most programs give priority to the disadvantaged. Others have been designed to increase the state's work force by gainfully employing those having difficulty securing employment, as well as to provide incentives to employers.

Service Delivery Areas

Two Service Delivery Areas (SDAs) have been established in Montana to provide job training programs: the Concentrated Employment Program (CEP) area, and the Balance-of-State (BOS) area. The CEP is a ten-county area which was originally established under the Comprehensive Employment and Training Act (CETA), the predecessor to JTPA. (Originally the CEP contained six counties. Four were added with the implementation of JTPA.) The BOS comprises the state's remaining 46 counties. The following map outlines the counties contained within each area.

JOB TRAINING SERVICE DELIVERY AREAS

MONTANA



 Concentrated Employment
Program (CEP)
1982 population: 128,916

 Balance of State (BOS)
1982 Population: 657,385

Source: Job Service and Training Division

Illustration 1

Job Training Coordinating Council

The establishment of a Job Training Coordinating Council (JTCC) is a prerequisite for the state to receive federal funding under JTPA. The council is composed of at least one-third representatives of business and is appointed by the Governor with a nongovernmental member as chair. The JTCC advises the Governor on

the overall operation of Montana's training programs and how they should be coordinated.

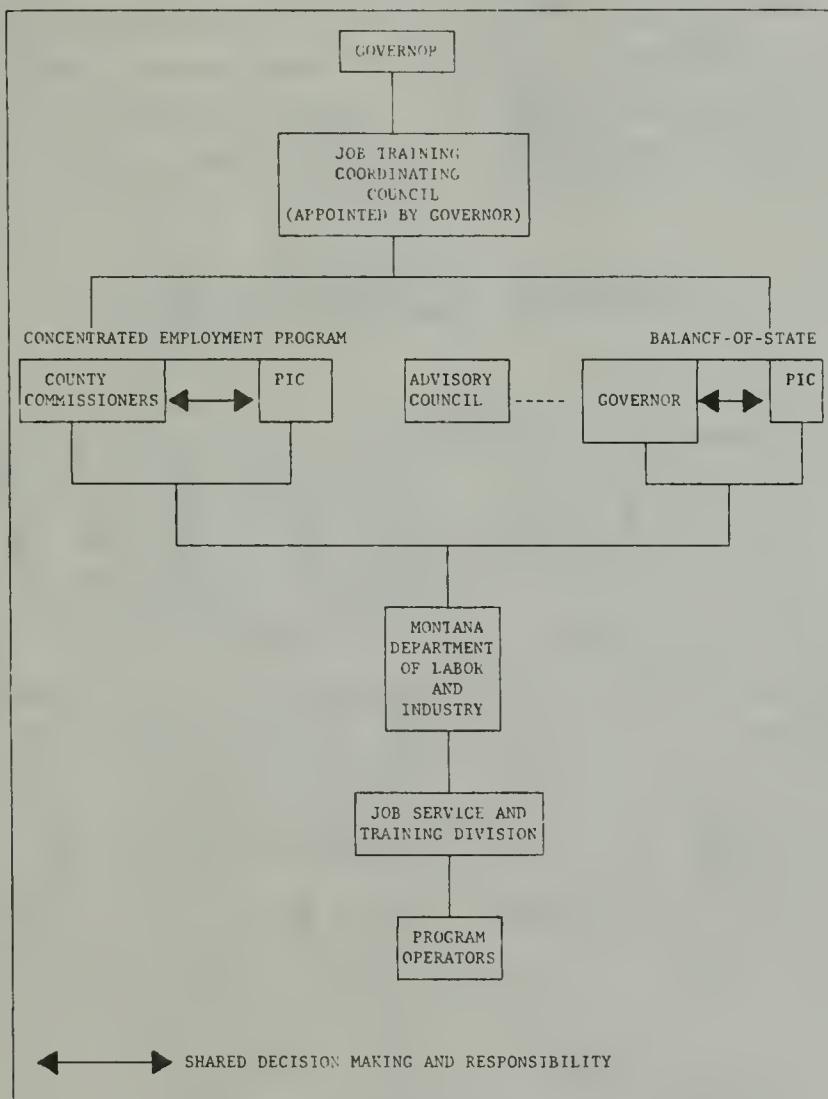
Private Industry Councils

Planning, coordinating, and monitoring of the state's employment and training programs are implemented by a private industry council (PIC) in each service delivery area. The PIC chairperson and a majority of the members of the PIC are representatives of the business community. PIC members are appointed by a council of county commissioners (CCC) in the CEP area and by the Governor in the Balance-of-State. The CCC and the Governor form a partnership with their perspective PICs to ensure that equitable training takes place in each service delivery area. The Governor is also assisted by an advisory council. All decision making and responsibilities are shared by the PIC and the CCC in the CEP area and the PIC and the Governor in the BOS.

Job Service and Training Division

The Job Service and Training Division is responsible for writing and distributing requests for proposals to various program operators and reviewing and monitoring each program. The division's duties are under the guidance of the PICs. The following illustration details the organization of Montana's job training program.

ORGANIZATION OF MONTANA'S JOB TRAINING PROGRAM



Source: Compiled by the Office of the Legislative Auditor

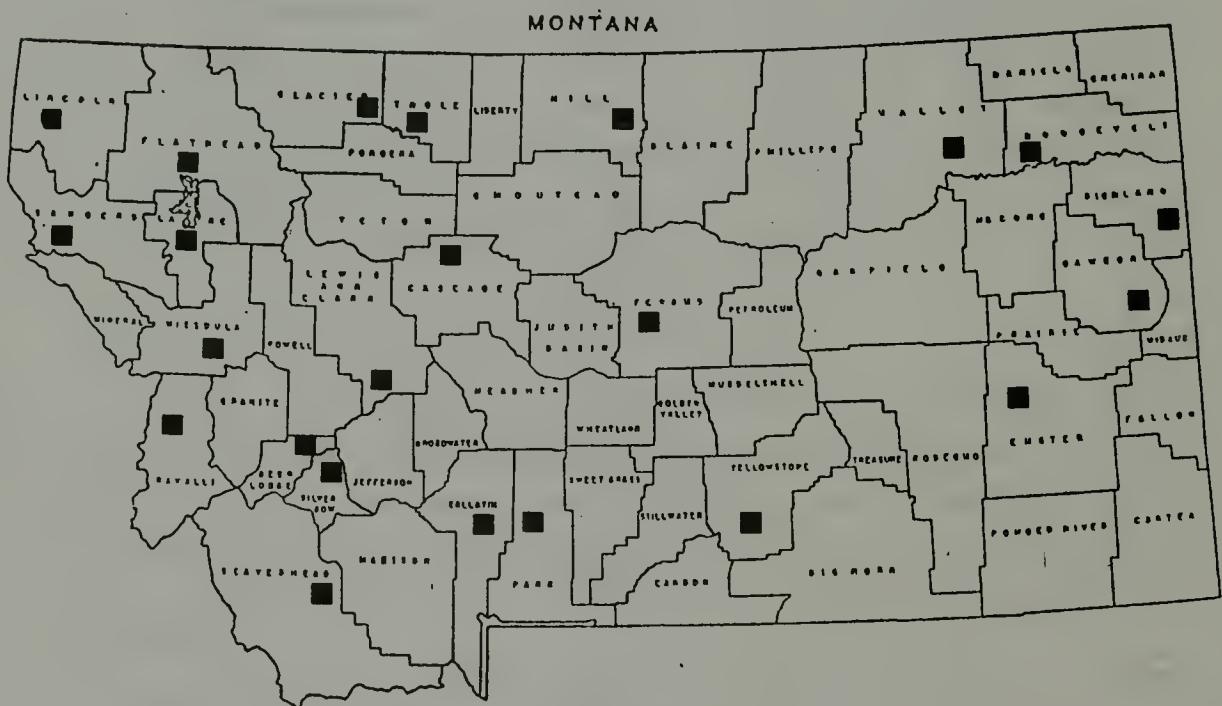
Illustration 2

Program Operators

Program operators, the providers of actual job training, are located in twenty-three Montana cities. Program operators are responsible for registering eligible persons into job training

programs. Participants are referred to program operators through various organizations, media campaigns, posters, flyers, and other forms of advertising. Different program operators serve different groups of participants depending on their needs. Specific providers and the actual types of training they provide can be found in Appendix A. Illustration 3 lists the locations of current operators.

LOCATIONS OF JOB TRAINING PROGRAMS



Source: Job Service and Training Division

Illustration 3

Types of Programs

The Job Service and Training Division administers four overall programs involved in job training. These job training programs are:

JOB TRAINING PROGRAMS

<u>Program</u>	<u>Description</u>	<u>Type of Funding</u>	<u>Amount of Funding FY 1985</u>	<u>Participants* (FY 1985 & 86 through Sept. 1)</u>
Job Training Partnership Act (JTPA)	Provides job training and employment assistance to unskilled and economically disadvantaged individuals who need training to obtain employment	Federal	\$ 11,018,394	4,884
Work Incentive Program (WIN)	Designed to reduce welfare rolls and to increase the productive capacity of the nation through job training. Mandatory registration for employable adults.	Federal	\$ 773,410	549
Displaced Homemaker Program	Provides counseling, training, and services for displaced homemakers to allow them to achieve independence and economic security.	State	\$ 125,000	233
Build Montana/ Dislocated Worker Program	1. Dislocated worker program which is a match to JTPA. 2. Operates a "start-up" program which recruits and trains workers for new and expanding Montana businesses.	State	\$ 209,000	848

*Participants who have terminated the programs (both completers and noncompleters).

Source: Compiled by the Office of the Legislative Auditor

Illustration 4

Training Components

Actual training and services provided by the programs consist of:

- Counseling
- Testing
- Employability assessment and planning
- Job development
- Labor market information
- Job seeking skills assistance
- Job search assistance
- Job referral and placement
- Health care and medical services
- Transportation assistance
- Day care
- Temporary shelter
- Emergency assistance
- Pre-layoff assistance
- Relocation assistance
- Needs-based payments or stipends
- New skills training

These services are obtained through a number of different job training components. Not all services are provided by each program or program operator. Appendix B contains brief descriptions of each.

Who is Eligible?

Job Training programs are intended to provide training for economically disadvantaged persons, as well as dislocated workers and displaced homemakers.

For purposes of administering Montana's Job Training programs, the division has adopted the following definition for an economically disadvantaged individual:

- (a) receives, or is a member of a family which receives welfare payments under a federal, state, or local welfare

program; (b) has, or is a member of a family which has received a total family income for the six-month period prior to application which was not in excess of (i) the Office of Management and Budget poverty level or (ii) 70 percent of the lower living standard income levels; (c) is receiving food stamps; (d) is a foster child; or (e) is a handicapped individual whose own income meets the requirements of clause (a) but who is a member of a family whose income does not meet such requirements.

The "70 percent of the lower living standard income level" in nonmetropolitan areas ranges from \$5,250 for a single person to \$17,730 for a family of six. (The only metropolitan areas in Montana are Cascade and Yellowstone Counties.)

A dislocated worker is defined as any individual who is:

(a) terminated or laid-off from employment (or given notice of lay-off or termination); eligible for unemployment compensation; and unlikely to return to his or her previous industry or occupation; or

(b) terminated (or given notice of termination) as a result of any permanent closure of a plant or facility; or

(c) long-term unemployed with limited opportunities for employment in the same or a similar occupation in the area of residence, including older people with substantial barriers to employment by reason of age.

A displaced homemaker is defined as a person who has worked in the home for at least three years providing unpaid household services for family members; is not gainfully employed or is under-employed and is having difficulty securing employment; and was dependent on public assistance or the income of another family member but is no longer supported by that income. This definition is not intended to exclude a person who has worked part-time or in a temporary low-wage job during the previous three years.

III. SURVEY RESULTS

The major objectives of our survey were to:

- Determine what recipients' views and opinions are of job training programs;

- Estimate the types and quality of recipient placements;
- Gauge employers views and opinions on job training programs; and
- Compare placement rates of job training recipients with those persons who visited their local Job Service Offices to obtain employment.

To gather this information, a questionnaire was developed and mailed to a random sample of training participants, employers, and a "control group."

Populations

The populations for each of the three groups were limited to those persons: participating in job training programs; visiting local Job Service Offices to obtain employment; and employing job training recipients between July 1, 1984, and September 1, 1985. A more complete description of each group follows.

Participants

JTPA recipients, displaced homemakers, and Build Montana/dislocated workers were identified from the division's JTPA Management Information System. All persons who were considered "terminators" within our time period were included in our population. A "terminator" is any person who completed his/her job training or dropped out at any time.

WIN participants were identified from division records. All persons who had completed or terminated WIN training programs during our time period were considered in our population.

Illustration 5 details the population sizes of the participant groups.

PARTICIPANT POPULATION SIZES

	<u>JTPA</u>	<u>WIN</u>	<u>Displaced Homemakers</u>	<u>Build Montana/ Dislocated Workers</u>
Population Size	4,884	549	233	848

Source: Office of the Legislative Auditor

Illustration 5

"Control Group"

"Control Group" members were identified from the division's Employment Services Automated Reporting System (ESARS). To allow for a comparison between the control group and the participant group, the average age and education level of job training participants were determined. These characteristics were then used to select a control group with the same characteristics. The major difference between the groups was the fact that the control group did not participate in any job training programs from July 1, 1984, through September 1, 1985. The following illustration lists the characteristics and size of the population.

"CONTROL GROUP"
Characteristics

Participant Age Range:	21 to 43 Years
Participant Average Education:	11.7 School Years
Population Size:	49,927

Source: Office of the Legislative Auditor

Illustration 6

Employers

Employers were identified by manually searching through division files since no automated record keeping system exists for this group. Only those businesses or persons employing a job

training recipient from July 1, 1984, through September 1, 1985, were included in our population. The number of employees in our population was 2,109. Below are the types of employers identified.

EMPLOYER TYPES

38%	Retail/discount/wholesale
12%	Restaurants/bars
8%	Miscellaneous
7%	Services (cleaning, trucking, churches, radio/TV stations, etc.)
6%	Government (including military)
6%	Human Services/health related
6%	Lumber/construction
5%	Auto (sales, service)
4%	Manufacturing/railroads/mining
4%	Motels/hotels
2%	Gas stations/convenience stores
2%	Finance (banking, bookkeeping, etc.)

Source: Compiled by the Office of the Legislative Auditor

Illustration 7

Sample Sizes

Sample sizes are such that they allow us to be at least 90 percent confident in our results. The samples are also of a size to allow our estimates to have an accuracy of at least ± 5 percent. Below is a listing of the sample sizes used for our survey.

ACTUAL SAMPLE SIZES

<u>Participants</u>	<u>Control Group</u>	<u>Employers</u>
Sample Size	735	229
		337

Source: Office of the Legislative Auditor

Illustration 8

Questionnaire Design

Three questionnaires were developed to gather information on the views and opinions of Montana's job training programs of participants and employers and on the placement success obtained by persons visiting their local Job Service Offices. Each questionnaire was then given to the Job Service and Training Division to allow its personnel to comment on the content of each.

Each questionnaire was designed to be easily understood but also detailed enough to obtain accurate comments. A cover letter was also enclosed explaining job training programs.

A pre-test of each group was conducted. Upon receipt of the pre-test questionnaire, problems were identified and the questionnaires were modified as needed. Appendix C contains our cover letter and each group's final questionnaire.

Personal Interviews

To test our questionnaires, we contacted 29 job training recipients for personal interviews. These interviews were conducted, using the same questionnaire as our mail sample, to determine if any noticeable differences would occur in responses between personal interviews and mail responses, as well as to determine whether any of our questions were misleading or not understood. No significant differences occurred.

First and Second Mailings

Our first mailing consisted of sending questionnaires to members of our random sample. Approximately two weeks after our initial mailing, we again sent a questionnaire to those persons who had not responded.

Nonrespondents

We also attempted to contact a sample of those persons who did not respond to our questionnaire after our second mailing.

Twenty-eight persons were selected from our participant survey group and subsequently phoned. We asked these people to respond to selected questions from the questionnaire. We found no significant differences in their responses from those of the group that returned the questionnaires. The major reasons given for not initially returning our questionnaires were because the person "forgot" or "never got around to sending it back."

Persons Unable to Be Located

Through our mailings we found about 15 percent of participants and the control group and 8 percent of employers could not be located. These persons' questionnaires were returned by the Post Office with "No Forwarding Address" on each. We attempted to obtain current addresses for these persons through local phone books and the use of Directory Assistance, to no avail. Since we were unable to contact this group, we do not know whether or not their views would be similar to the portion of the population that was contacted by mail. To include this group in projections would not be reasonable because of its unknown nature. Therefore, this group was not included when interpreting results. Our populations were re-defined as those persons who could be contacted by mail. This represents approximately 85 percent of the original participant population, 85 percent of the control group population, and 92 percent of the employer population.

Results

The following sections summarize the responses of the various groups surveyed for selected questions. Only a summary of overall participants' views are given. Participants' responses for individual programs can be found in Appendix C. The comments stated are those of the responding persons and do not reflect the views of the Office of the Legislative Auditor. Both participants' and employers' responses indicate a general feeling of satisfaction with Montana's Job Training programs. Participants are especially

happy with program instructors/bosses while a very high percent of employers are willing to continue to hire participants. Placement was the area of least satisfaction with participants.

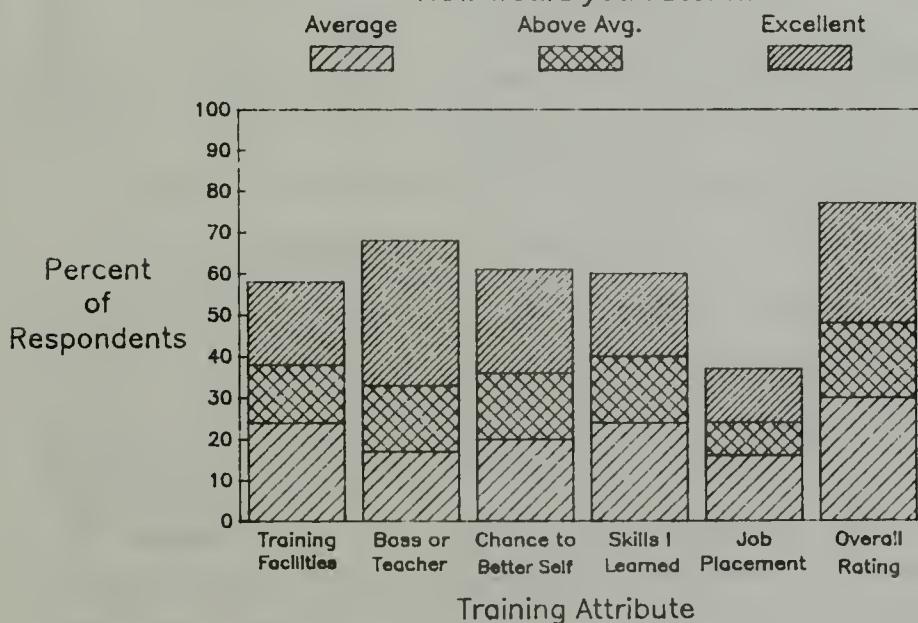
Participant Responses and Views

Participant Satisfaction

Participants were asked how they viewed the overall job training program. They were also asked to respond to questions about several training program attributes and rate the training they received. Overall satisfaction was high. Following is a summary of participants' ratings on selected job training program areas.

Participant Satisfaction with Program

How would you rate.....



Source: Compiled by the Office of the Legislative Auditor

Illustration 9

To determine whether any difference existed between the general satisfaction of those persons who completed their job

training program and those who did not, a comparison of these groups was also made. As would be expected, more completers rated the programs average or above. However, 62 percent of noncompleters still rated the programs average, above average, or excellent on an overall basis. Eight-five percent (85%) of completers rated the overall program average or above.

PARTICIPANT SATISFACTION
Completers vs. Noncompleters

	Excellent		Above Average		Average		Total -	
	Completers	Non- Completers	Completers	Non- Completers	Completers	Non- Completers	Completers	Non- Completers
Training Facilities	25%	10%	17%	10%	29%	23%	71%	43%
Boss or Teacher	46%	21%	20%	12%	19%	20%	85%	53%
Chance to Better Myself	29%	20%	20%	12%	24%	19%	73%	51%
Skills I Learned	26%	14%	21%	12%	26%	24%	73%	50%
Job Placement	17%	8%	12%	4%	20%	14%	49%	26%
Overall	29%	17%	22%	15%	34%	30%	85%	62%

Source: Compiled by the Office of the Legislative Auditor

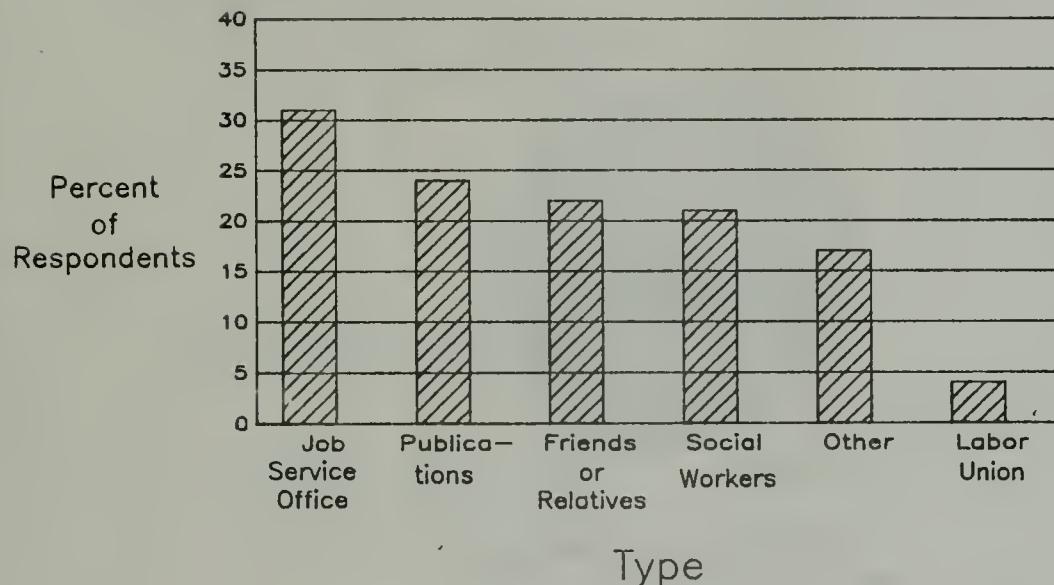
Illustration 10

Program Advertising

Survey respondents were asked how they became aware of the job training programs they attended. Job Service Offices were given as the major entities to make people aware of Montana's job training programs. Illustration 11 summarizes the various mediums and the degree to which they were utilized. There were some major differences between the four job training programs. These are illustrated in Appendix C, page C-6.

Program Advertising

I became aware of Job Training through...



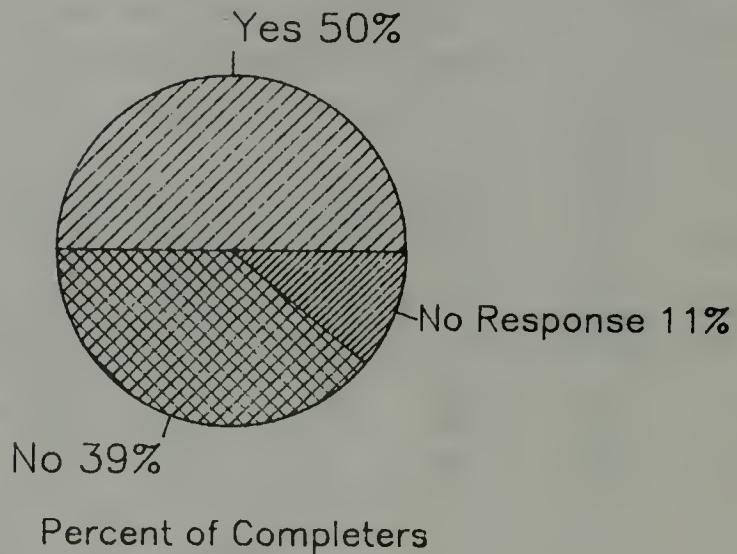
Source: Compiled by the Office of the Legislative Auditor

Illustration 11

Program Completers

Specific questions were asked of those persons completing job training programs. Of the 63 percent of participants who stated that they had completed their training, the following are their responses to questions concerning the types of jobs received upon completion:

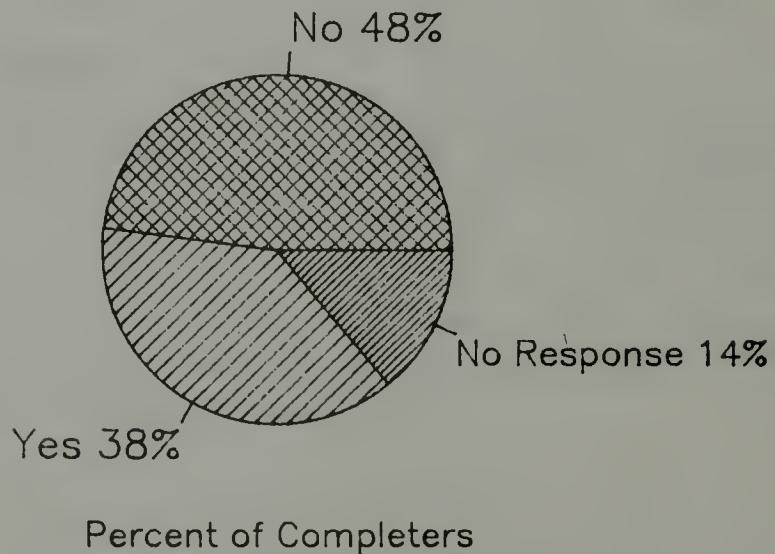
Received a Job Upon Completing the Program



Source: Compiled by the Office of the Legislative Auditor

Illustration 12

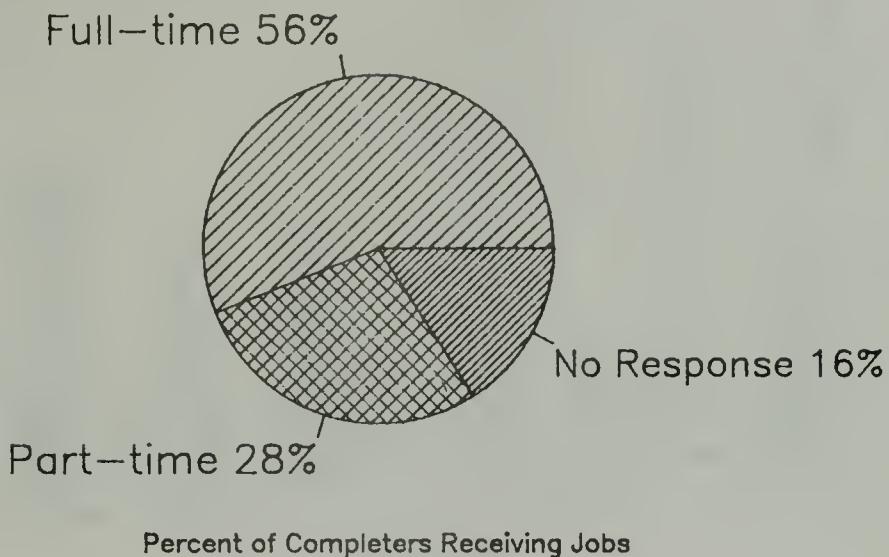
Received a Job I was Trained For



Source: Compiled by the Office of the Legislative Auditor

Illustration 13

Type of Job Employed in at Completion of Job Training

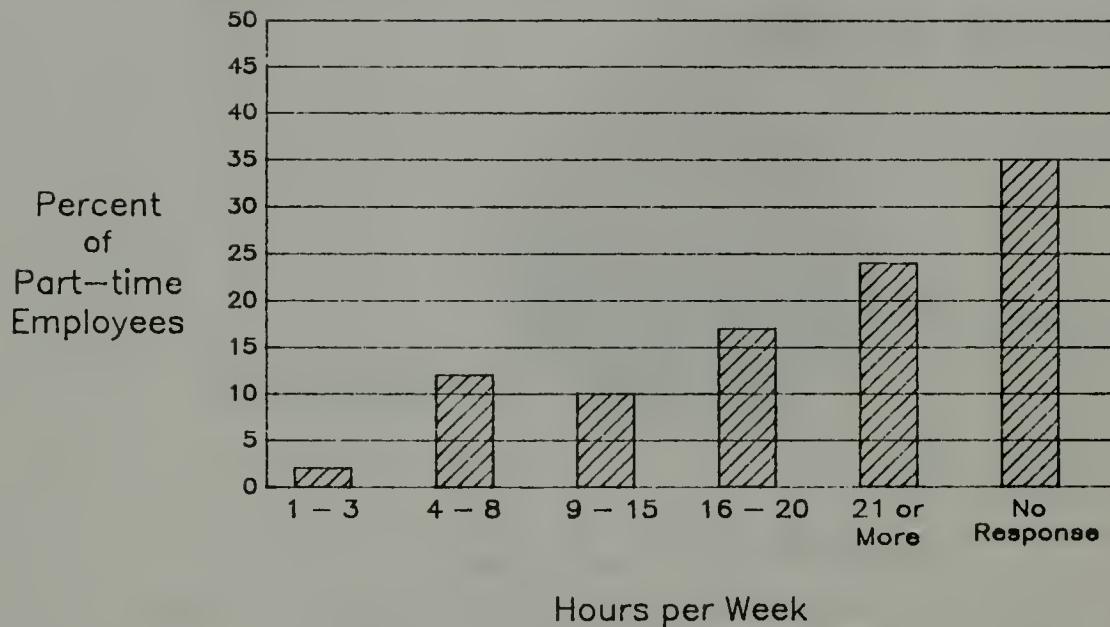


Source: Compiled by the Office of the Legislative Auditor

Illustration 14

The following is a breakdown, by hours, of the 28 percent of completers who obtained a part-time job. The table illustrates the hours per week worked for those who had part-time jobs.

Hours Worked for Part-time Jobs



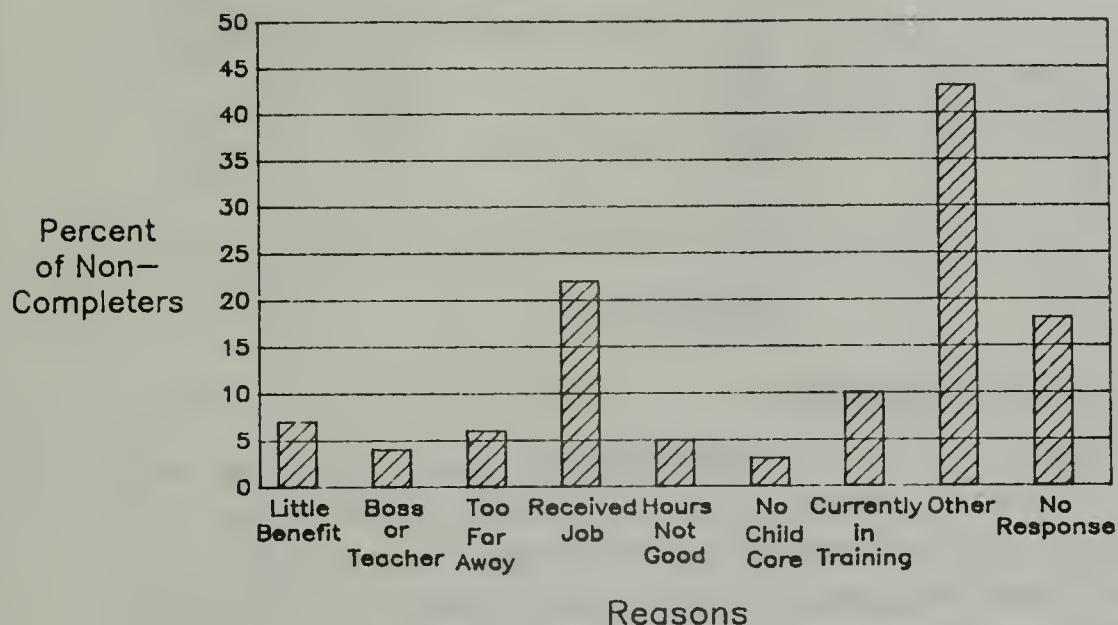
Source: Compiled by the Office of the Legislative Auditor

Illustration 15

Program Noncompleters

Our survey also asked participants why they did not complete their job training programs. Answers given were varied. The major reasons fell into our "other" category which included returning to an old job and moving away from the program area among others. Below is a summary of participants' reasons for not completing their job training program.

Reasons for Not Completing Job Training



Source: Compiled by the Office of the Legislative Auditor

Illustration 16

Received Wanted Training?

We asked participants if the training they received was what they actually wanted. Most said yes. Of those that responded "no", many believed that the training they most wanted was not available or the training they did receive was not appropriate for their job situation.

Did Training Provide a Better Job?

Participant responses to our question concerning whether the training program helped them find a better job than they could without it, were nearly equivalent for both completers and non-completers. Noncompleters differed only by a small margin on the benefits of job training programs in helping them to find a better job.

	<u>Completers</u>			<u>Noncompleters</u>		
	<u>Yes</u>	<u>No</u>	<u>No Response</u>	<u>Yes</u>	<u>No</u>	<u>No Response</u>
Did job training help you find a better job than you could without it?	49%	40%	11%	32%	43%	25%

Source: Compiled by the Office of the Legislative Auditor

Illustration 17

Placement Comparisons

Through the use of our control group questionnaire, we were able to directly compare placement rates of those looking for employment with job training and those who have had none from July 1, 1984 to September 1, 1985. The following is a comparison of those persons obtaining jobs through their local Job Service Offices and other means, and those persons who obtained a job upon the completion of their job training. The responses indicate that those people who listed the Job Service Offices are initially finding jobs at a faster rate than the participant group; however, in comparing employment rates as of December 1985, little difference between the two groups exists. Actual responses to our control group questionnaire can be found in Appendix C.

	<u>Control Group</u>	<u>Completers</u>
Found a Job Through:		
Job Service Offices	24%	9%
Program Operators	N/A	13%
On Your Own	31%	13%
Friend or Relative	15%	4%
Other	7%	11%
Overall	<u>77%</u>	<u>50%</u>
Did Not Find a Job	23%	39%
No Response	0%	11%
Total	<u>100%</u>	<u>100%</u>

Source: Compiled by the Office of the Legislative Auditor

Illustration 18

Job type and length were also compared between those persons obtaining a job through their Job Service Offices (control group) and those persons receiving a job upon completion of their job training.

	<u>Control Group</u>	<u>Completers</u>
Type of Job:		
Full-time	12%	28%
Part-time	11%	14%
No response	1%	8%
How Long Did You Have It?		
1 day to 3 days	2%	0%
4 days to 1 week	1%	0%
More than 1 week to 1 month	0%	4%
More than 1 month to 3 months	6%	10%
More than 3 months to 5 months	3%	6%
Over 5 months	11%	18%
Do not know	0%	12%
No response	1%	0%

Source: Compiled by the Office of the Legislative Auditor

Illustration 19

Present Employment

A final comparison was made between the control group, completers, and noncompleters regarding each group's present employment. There is little difference between the groups. It appears the control group has more full-time jobs than the other two. In addition, there is little difference in all categories for completers and noncompleters.

	<u>Control Group</u>	<u>Completers</u>	<u>Noncompleters</u>
Presently employed?			
Yes	62%	70%	65%
No	38%	29%	32%
No response	0%	1%	3%
If yes - is it?			
Full-time	77%	64%	58%
Part-time	23%	33%	29%
No response	0%	3%	13%

Source: Compiled by the Office of the Legislative Auditor

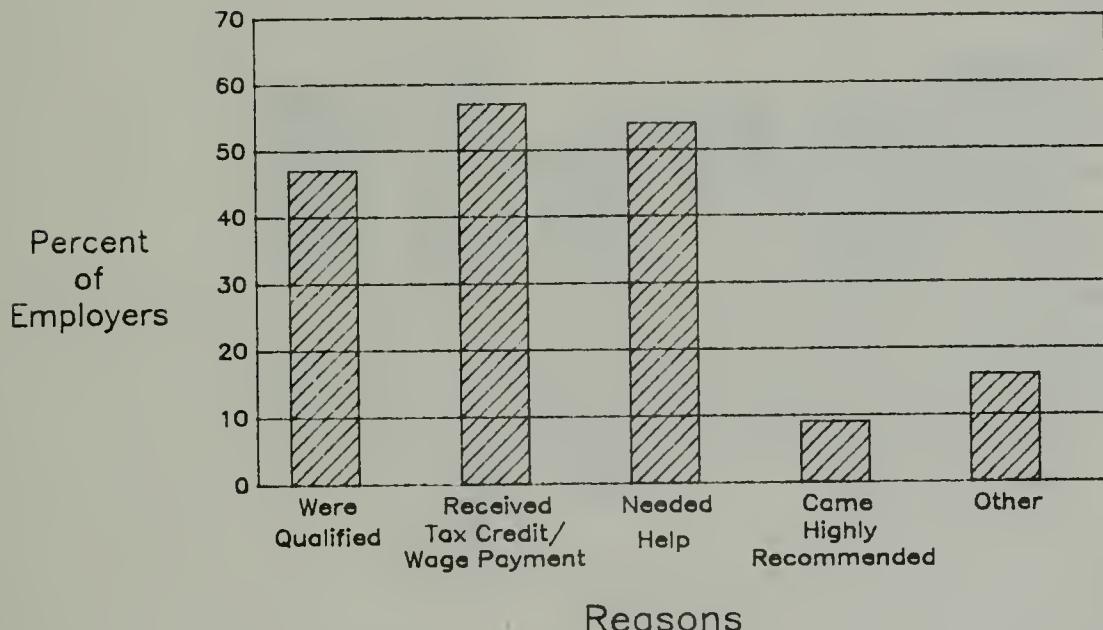
Illustration 20

Employer Responses and Views

Why Hired?

Employers were specifically asked why they hired job training participants. Three major reasons were given: qualifications, receipt of tax credits and/or partial wage payment, and help was needed. The following summarizes employers' responses. (More than one reason could have been chosen by each employer.) Appendix C contains actual responses to our employer questionnaire.

Reasons for Hiring Job Training Participants (Could select more than one response)



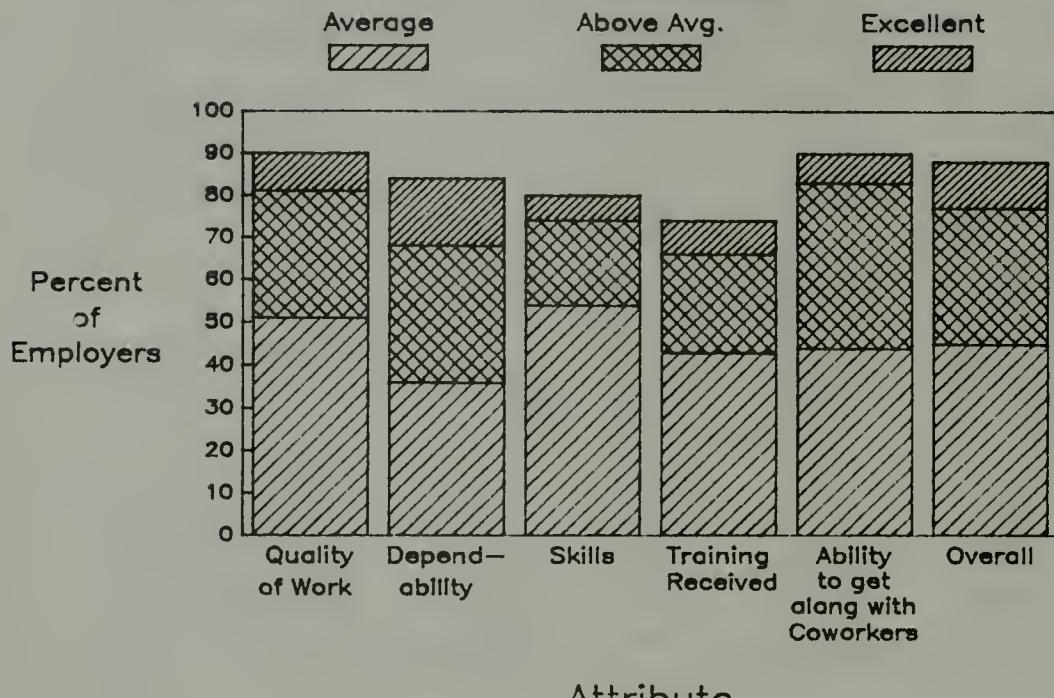
Source: Compiled by the Office of the Legislative Auditor

Illustration 21

Employer Satisfaction

Employers were asked how they viewed the overall performance of job training participants on specific attributes. Generally, employers were satisfied with job training participants. Below is a summary of employers views.

Employer Satisfaction with Job Training Participants



Source: Compiled by the Office of the Legislative Auditor

Illustration 22

Continue to Hire?

In response to our question asking whether employers would continue to hire job training participants, 85 percent stated that they would.

IV. ADDITIONAL INFORMATION

The following appendices contain detailed information on Montana job training providers and training components as well as the complete responses of participants, the control group and employers.

APPENDICES

APPENDIX A

MONTANA PROVIDERS OF JOB TRAINING PROGRAMS

Provider	Participants					Eligible Youths and Adults
	Youths With Special Needs	Displaced Homemakers	Dislocated Workers	Handicapped Persons	Older Workers	
Anaconda Job Service			X			X
Billings East Job Service			X			X
Billings West Job Service			X			X
Bozeman Job Service			X			X
Butte Job Service			X			X
Cut Bank Job Service			X			X
Dillon Job Service			X			X
Glasgow Job Service			X			X
Glendive Job Service			X			X
Great Falls Job Service			X			X
Hamilton Job Service			X			X
Havre Job Service			X			X
Helena Job Service			X			X
Kalispell Job Service			X			X
Lewistown Job Service			X			X
Libby Job Service			X			X
Livingston Job Service			X			X
Miles City Job Service			X			X
Missoula Job Service			X			X
Polson Job Service			X			X
Shelby Job Service			X			X
Sidney Job Service			X			X
Thompson Falls Job Service			X			X
Wolf Point Job Service			X			X
Department of Social and Rehabilitation Services (Helena)					X	
Associated General Contractors (East Helena)				X		
Office of Public Instruction and Vocational-Technical Centers (Helena, Billings, Butte, Missoula, Great Falls)						X
Anaconda Job Service (Prison Program)						X
Callatin Council of Health and Drugs (Bozeman)						X
Billings YWCA		X				
Miles Community College		X				
Missoula YWCA		X				
Career Training Consultants (Helena)		X				
Great Falls YWCA		X				
Flathead Valley College (Kalispell)		X				
Action for Eastern Montana (Glendive)	X					X
Lewistown HRDC	X	X				X
Billings HRDC	X					X
Kalispell HRDC	X	X				X
Havre HRDC	X	X				X
Missoula HRDC	X					X
Opportunities Inc. (Great Falls)	X					X
Rocky Mountain Development Council (Helena)	X					X
Butte HRDC	X	X				X
Bozeman HRDC	X	X				X
MFURDC - Green Thumb (Great Falls)						X
Montana Operating Engineers (East Helena)			X			
Surface Mining Institute			X			
Montana State AFL-CIO (Helena)			X			

APPENDIX B

APPENDIX B

JOB TRAINING COMPONENTS

Adult Basic Education (ABE)

- Used when participant does not possess necessary basic skills to benefit from classroom training, work experience, or OJT.

Classroom Training (CRT)

- Conducted in an institutional setting (involving vocational education) designed to provide technical skills and information required to perform a specific job or group of jobs.

Work Experience (WE)

- Short-term work assignment with a public or private, nonprofit employer; prohibited in the private-for-profit sector. Designed to enhance employability of individuals through development of good work habits and basic work skills.

On-the-Job Training (OJT)

- Training in private or public sector given to a participant, whom the employer has agreed to hire, and which occurs while the participant is engaged in work which provides knowledge or skills essential to the performance of the job.

World of Work (WOW)

- Two to three weeks of employment and training activity which offers assessment, career information, labor market information, job seeking and job retention skills.

Job Club (JC)

- Utilizes group dynamics to increase positive motivation. It finds job openings which have less competition in an inexpensive manner. Contacts with many employers is initiated.

Mobile Job Search Assistance Program (MJSAP)

- Provides employment and training activities in rural areas of Montana where on-going World of Work and Job Club classes were not available. Once or twice a year at various Job Services Offices.

Exemplary Youth Programs

- Pre-employment skills training consisting of 200 hours of instruction and activities:
 - Assessment, testing, and counseling
 - Occupational career and vocational exploration
 - Job search assistance
 - Job holding and survival skills training
 - Basic life skills training
 - Remedial education
 - Labor market information
 - Job seeking training
- Entry employment experience
 - Have completed pre-employment skills training
 - Have not recently held a regular part-time or summer job for more than 250 hours
 - Are enrolled in secondary school

Source: Job Service and Training Division

APPENDIX C



SCOTT A. SEACAT
LEGISLATIVE AUDITOR

Office of the Legislative Auditor

STATE CAPITOL
HELENA, MONTANA 59620
406/444-3122

DEPUTY LEGISLATIVE AUDITORS:

JAMES GILLETT
FINANCIAL-COMPLIANCE AUDITS
JIM PELLEGRINI
PERFORMANCE AUDITS

LEGAL COUNSEL:

JOHN W. NORTHEY

November 1, 1985

Joe Recipient
111 Training Avenue
Any City, MT 59000

Dear Joe:

Montana's Legislative Auditor is currently reviewing Montana job training programs. You were identified as a participant in the Job Training Partnership program. You are listed as being in this program from October 19, 1984, to November 2, 1984.

Montana job training programs consist of: basic education, classroom training, work experience, on-the-job training, World of Work, Job Club, Mobile Job Search Assistance, Youth Summer Work, and job skills training (resume writing and interviewing).

Your responses to the enclosed questionnaire will be extremely useful. Your views will help us determine if the program met your needs and the needs of others who participated in the program.

Please take a few minutes to complete the questionnaire and return it in the enclosed postage-paid envelope. We would appreciate your response by November 14.

Your comments will be kept confidential and will be used to recommend improvements in Montana job training programs. Your comments cannot affect your participation in other job training programs. If you have any questions, please call Brad Rafish or me, collect, at (406) 444-3122.

Thank you for your help.

Sincerely,

A handwritten signature in cursive ink that appears to read "Dave Gould".

Dave Gould

Enclosures

JOB TRAINING PARTNERSHIP ACT (JTPA) TRAINING PROGRAM

PARTICIPANT SURVEY

1. How did you become aware of the Job Training program? (Please check all that apply.)

/ While looking for employment at my local Job Service Office
 / Through publications (pamphlets, flyers, newspapers, etc.)
 / Through a labor union
 / Through my social worker
 / Through my friends or relatives
 / Other (please state) _____

2. How long between your last job and the start of your job training?

/ Less than 1 month
 / 1 month to 2 months
 / More than 2 months to 3 months
 / More than 3 months to 6 months
 / More than 6 months
 / Don't know
 / No previous employment (go to 4. below)

3. What area were you employed in?

<input type="checkbox"/> / Agriculture	<input type="checkbox"/> / Lumber/Wood Products
<input type="checkbox"/> / Mining	<input type="checkbox"/> / Oil/gas
<input type="checkbox"/> / Manufacturing	<input type="checkbox"/> / Government
<input type="checkbox"/> / Retail	<input type="checkbox"/> / Wholesale
<input type="checkbox"/> / Other (please state) _____	

4. What were your major reasons for entering the Job Training program? (Please check all that apply.)

/ To get a job
 / For classroom training
 / Was mandatory
 / To learn new job skills
 / My friends or relatives advised me to enroll
 / Other (please state) _____

5. Did you complete your Job Training program?

Yes

No (go to F. on following page)

If yes:

A. Did you receive a job upon completion of your Job Training?

Yes

No

B. Did you receive a job which you were trained for?

Yes

No

C. How did you obtain your job?

Through the person/organization I received my training from

Through my local Job Service Office

Through a friend or relative

Through a labor union

Through newspaper advertisements

On my own

I am still unemployed

Other (please state) _____

D. What type of job were you employed in upon completion of your training?

Full-time

Part-time

None

If part-time:

How many hours a week did you work?

1 to 3

4 to 8

9 to 15

16 to 20

21 or more

E. How long were you employed? (Please check only one.)

One day to three days

Four days to one week

More than one week to one month

More than one month to three months

More than three months to five months

Over five months

Didn't get a job

Don't know

If no:

F. Why didn't you complete your training program? (Please check all that apply.)

/ I believed it was of little benefit
 / I did not like my boss or teacher
 / The distance to training was too far/I had no transportation
 / The hours weren't suitable
 / No child care was available
 / I received a job while still in training
 / I am currently enrolled in job training
 / Other (please state) _____

6. Whether or not you completed the job training program you were in, how do you rate it? (Please circle one number for each item. NA means the question doesn't apply to you).

	<u>Above</u> <u>Excellent</u>	<u>Average</u> <u>Good</u>	<u>Below</u> <u>Average</u> <u>Poor</u>	<u>NA</u>	<u>No</u> <u>Opinion</u>
Hours	5	4	3	2	1 0 9
Working Conditions	5	4	3	2	1 0 9
Class Size	5	4	3	2	1 0 9
Training Facilities (Equipment, Classrooms, etc.)	5	4	3	2	1 0 9
Course Materials	5	4	3	2	1 0 9
Boss or Teacher	5	4	3	2	1 0 9
Job Counseling	5	4	3	2	1 0 9
Boss or Teacher's Help To Me	5	4	3	2	1 0 9
Job Duties	5	4	3	2	1 0 9
Chance to Better Myself	5	4	3	2	1 0 9
Skills I Learned	5	4	3	2	1 0 9
Job Placement	5	4	3	2	1 0 9

7. Overall, how would you rate the Job Training program you participated in?

/ Excellent / Good / Poor
 / Above Average / Below Average / No Opinion

8. Did the Job Training program give you the training you wanted?

/ Yes / No

If no:

A. What was the problem? (Please check all that apply)

/ The training I wanted wasn't available
 / My instructor was inadequate
 / The training wasn't appropriate for my job situation
 / Other (please state) _____

9. Have you participated in any other Job Training programs besides the one mentioned in our cover letter?

/ Yes

/ No

If yes, please state program and when you were enrolled in it.

Program Name

Time Period

10. How many jobs have you had since you were in the Job Training program?

/ 0

/ 4

/ 1

/ 5

/ 2

/ 6

/ 3

/ More than 6

11. Do you think the Job Training program has helped you find a better job than you could have found without training?

/ Yes

/ No

12. Are you presently employed?

/ Yes

/ No

If yes:

What type of job are you employed in?

/ Full-time

/ Part-time

13. Please include any other comments or suggestions you have about the Job Training program?

Thank you for your help!

PARTICIPANTS

1. How did you become aware of the Job Training program? (More than one category could be checked by respondents).

Through:	Overall	JTPA	WIN	DH	DW
-Job Service Office	31%	43%	37%	19%	23%
-Publications	24%	8%	3%	32%	51%
-Friends or Relatives	22%	32%	14%	25%	17%
-My Social Worker	21%	11%	60%	12%	2%
-Other	17%	22%	11%	26%	9%
-A Labor Union	4%	1%	1%	1%	11%

2. How long between your last job and the start of your job training?

	Overall	JTPA	WIN	DH	DW
Less than 1 month	10%	10%	10%	12%	8%
1 month to 2 months	8%	11%	4%	4%	12%
More than 2 months to 3 months	9%	10%	9%	6%	10%
More than 3 months to 6 months	12%	9%	6%	13%	20%
More than 6 months	32%	31%	32%	29%	34%
Don't know	8%	7%	14%	6%	5%
No previous employment	11%	18%	12%	10%	5%
No response	10%	4%	13%	20%	6%

3. What area were you employed in?

	Overall	JTPA	WIN	DH	DW
Wholesale	12%	18%	11%	13%	6%
Food/Restaurants	11%	10%	19%	10%	5%
Miscellaneous	11%	13%	7%	7%	16%
Government	10%	8%	10%	15%	10%
Retail	10%	7%	16%	9%	9%
Clerical	7%	7%	7%	8%	4%
Health Care	6%	7%	5%	9%	1%
Lumber/Wood products	4%	3%	3%	0%	10%
Agriculture	4%	4%	6%	6%	4%
Manufacturing	4%	1%	2%	2%	9%
Cleaning	3%	7%	3%	2%	1%
Mining	3%	2%	2%	1%	8%
Automotive	3%	2%	0%	1%	7%
Homemaker/Housecleaning	3%	2%	3%	4%	1%
Oil/Gas	2%	2%	1%	0%	6%
Banking/Finance	2%	1%	1%	5%	2%
Motel/Hotel	2%	2%	4%	2%	0%
Education	2%	3%	0%	3%	1%
Day Care	1%	1%	0%	3%	0%

4. What were your major reasons for entering the Job Training program?
(More than one category could be checked by respondents.)

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
To get a job	68%	70%	62%	62%	78%
To learn new job skills	44%	47%	35%	49%	46%
Was mandatory	17%	9%	50%	5%	3%
For classroom training	15%	13%	13%	17%	17%
Other	14%	17%	6%	17%	14%
My friends advised me to enroll	7%	13%	1%	5%	7%
No response	4%	2%	6%	9%	3%

5. Did you complete your training program?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	63%	65%	53%	51%	74%
No	30%	32%	37%	38%	21%
No response	7%	3%	10%	11%	5%

If yes:

a) Did you receive a job upon completion of your job training?
(Percents are of those persons who completed the training program).

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	50%	52%	54%	45%	47%
No	39%	43%	28%	36%	44%
No response	11%	5%	18%	19%	9%

b) Did you receive a job you were trained for?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	38%	40%	45%	31%	35%
No	48%	51%	35%	47%	54%
No response	14%	9%	20%	22%	11%

c) How did you obtain your job?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Through the organization I received the training from	26%	33%	23%	14%	26%
Other	21%	19%	22%	26%	19%
On my own	20%	16%	15%	34%	21%
Through my local Job Service Office	18%	16%	36%	12%	12%
Through a friend or relative	8%	14%	1%	8%	8%
Through the newspaper	4%	2%	2%	4%	7%
Through a labor union	3%	0%	1%	2%	7%

d) What type of job were you employed in upon completion of your training?

	Overall	JTPA	WIN	DH	DW
Full-time	56%	65%	42%	46%	70%
Part-time	28%	28%	38%	30%	17%
No response	16%	7%	20%	24%	13%

If Part-time:

How many hours a week did you work?

	Overall	JTPA	WIN	DH	DW
1 to 3	2%	2%	4%	0%	3%
4 to 8	12%	14%	10%	12%	10%
9 to 15	10%	14%	10%	8%	8%
16 to 20	17%	17%	27%	12%	13%
21 or more	24%	31%	14%	24%	25%
No response	35%	22%	35%	44%	41%

e) How long were you employed?

	Overall	JTPA	WIN	DH	DW
1 day to 3 days	1%	2%	0%	0%	0%
4 days to 1 week	2%	2%	1%	2%	1%
More than 1 week to 1 month	7%	6%	9%	4%	9%
More than 1 month to 3 months	19%	30%	10%	15%	20%
More than 3 months to 5 months	12%	11%	10%	15%	12%
Over 5 months	36%	33%	42%	35%	33%
Don't know	23%	16%	28%	29%	25%

If no:

If you did not complete your training program - Why?
(More than one category could be checked by respondents.)

	Overall	JTPA	WIN	DH	DW
Other	43%	56%	36%	47%	31%
I received a job while still in training	22%	19%	19%	15%	33%
No response	18%	9%	24%	23%	17%
I am currently enrolled in training	10%	13%	17%	0%	8%
I believed it was of little benefit	7%	7%	3%	11%	8%
The distance to training was too far	6%	3%	5%	11%	8%
The hours weren't suitable	5%	5%	4%	11%	2%
I did not like my boss or teacher	4%	10%	0%	2%	3%
No child care was available	3%	1%	4%	2%	3%

6. How do you rate the training program in the following areas?

<u>Hours</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	28%	37%	22%	20%	33%
Above Average	15%	14%	15%	17%	13%
Good	28%	30%	25%	22%	34%
Below Average	1%	1%	2%	0%	2%
Poor	1%	2%	1%	0%	2%
Not applicable	8%	4%	10%	11%	5%
No opinion	2%	1%	3%	2%	1%
No response	17%	11%	22%	28%	10%
<u>Working Conditions</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	21%	24%	19%	18%	21%
Above Average	15%	16%	15%	15%	14%
Good	26%	38%	20%	16%	31%
Below Average	3%	2%	4%	2%	4%
Poor	3%	4%	3%	0%	3%
Not applicable	12%	5%	16%	15%	12%
No opinion	2%	1%	2%	3%	2%
No response	18%	10%	21%	31%	13%
<u>Class Size</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	19%	15%	14%	25%	21%
Above Average	13%	13%	14%	9%	15%
Good	25%	23%	22%	20%	33%
Below Average	2%	3%	2%	2%	2%
Poor	1%	2%	1%	0%	1%
Not applicable	18%	28%	21%	11%	12%
No opinion	2%	2%	2%	2%	2%
No response	20%	14%	24%	31%	14%
<u>Training Facilities</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	20%	19%	16%	24%	19%
Above Average	14%	15%	12%	12%	16%
Good	24%	27%	23%	19%	27%
Below Average	4%	2%	3%	2%	8%
Poor	4%	3%	2%	2%	5%
Not applicable	15%	20%	19%	12%	11%
No opinion	2%	2%	2%	1%	1%
No response	17%	12%	23%	28%	13%

<u>Course Material</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	21%	17%	16%	26%	23%
Above Average	15%	15%	10%	15%	18%
Good	23%	24%	24%	16%	26%
Below Average	2%	1%	4%	0%	4%
Poor	1%	1%	2%	0%	2%
Not applicable	17%	24%	19%	11%	13%
No opinion	2%	2%	2%	1%	2%
No response	19%	16%	23%	31%	12%
<u>Boss or Teacher</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	35%	39%	29%	35%	36%
Above Average	16%	17%	8%	14%	22%
Good	17%	20%	20%	10%	18%
Below Average	3%	3%	4%	3%	3%
Poor	3%	5%	3%	1%	4%
Not applicable	7%	4%	12%	8%	4%
No opinion	1%	2%	2%	0%	1%
No response	18%	10%	22%	29%	12%
<u>Job Counseling</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	24%	25%	17%	31%	22%
Above Average	14%	14%	11%	13%	19%
Good	21%	21%	24%	17%	21%
Below Average	5%	7%	3%	3%	6%
Poor	6%	6%	6%	4%	6%
Not applicable	12%	14%	15%	7%	10%
No opinion	2%	2%	2%	0%	4%
No response	16%	11%	22%	25%	12%
<u>Boss or Teacher's Help</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
<u>To Me</u>					
Excellent	28%	32%	20%	29%	32%
Above Average	16%	18%	15%	9%	20%
Good	19%	21%	19%	15%	20%
Below Average	5%	5%	7%	2%	5%
Poor	4%	7%	3%	1%	4%
Not applicable	8%	5%	11%	11%	5%
No opinion	1%	1%	2%	1%	1%
No response	19%	11%	23%	32%	13%

<u>Job Duties</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	15%	18%	15%	15%	13%
Above Average	14%	20%	12%	11%	14%
Good	24%	34%	24%	12%	23%
Below Average	3%	4%	2%	1%	5%
Poor	2%	2%	3%	1%	3%
Not applicable	16%	8%	16%	22%	18%
No opinion	4%	2%	3%	3%	7%
No response	22%	12%	25%	35%	17%
<u>Chance to Better Myself</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	25%	27%	21%	31%	21%
Above Average	16%	19%	11%	13%	19%
Good	20%	24%	19%	14%	24%
Below Average	4%	6%	4%	2%	5%
Poor	5%	3%	7%	1%	8%
Not applicable	8%	7%	11%	6%	8%
No opinion	3%	3%	3%	2%	2%
No response	19%	11%	24%	31%	13%
<u>Skills I Learned</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	20%	27%	16%	22%	16%
Above Average	16%	15%	15%	15%	20%
Good	24%	27%	22%	16%	26%
Below Average	5%	7%	5%	2%	5%
Poor	4%	5%	3%	1%	7%
Not applicable	11%	8%	12%	11%	11%
No opinion	3%	1%	3%	3%	3%
No response	17%	10%	24%	30%	12%
<u>Job Placement</u>	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	13%	15%	11%	13%	12%
Above Average	8%	11%	8%	3%	9%
Good	16%	21%	18%	12%	13%
Below Average	6%	7%	7%	2%	8%
Poor	12%	10%	10%	9%	20%
Not applicable	20%	16%	20%	25%	17%
No opinion	6%	8%	4%	5%	8%
No response	19%	12%	22%	31%	13%

7. Overall how would you rate the job training program you participated in?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Excellent	24%	27%	20%	25%	23%
Above Average	18%	20%	13%	19%	21%
Good	30%	33%	30%	21%	34%
Below Average	3%	4%	4%	1%	4%
Poor	5%	3%	6%	4%	6%
No opinion	5%	4%	8%	7%	2%
No response	15%	9%	19%	23%	10%

8. Did the job training program give you the training you wanted?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	47%	50%	42%	48%	46%
No	39%	40%	35%	31%	43%
No response	14%	10%	23%	21%	11%

If no:

What was the problem?

(More than one category could be checked by respondents.)

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
The training I wanted wasn't available	23%	27%	21%	18%	27%
My instructor was inadequate	6%	11%	5%	2%	4%
The training wasn't appropriate for my job situation	21%	22%	14%	14%	35%
Other	33%	38%	29%	36%	30%
No response	30%	22%	38%	40%	21%

9. Have you participated in any other job training program?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	9%	9%	10%	6%	8%
No	83%	85%	78%	79%	87%
No response	8%	6%	12%	15%	5%

If yes:

Which ones?

(More than one category could be checked by respondents.)

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
WOW	22%	9%	38%	17%	25%
Job Club	9%	0%	19%	17%	0%
ABE	1%	5%	0%	0%	0%
WIN	5%	5%	13%	0%	0%
Other	75%	86%	50%	83%	80%

10. How many jobs have you had since you were in the job training program?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
0	22%	33%	13%	23%	19%
1	40%	38%	40%	35%	48%
2	16%	16%	20%	11%	17%
3	6%	3%	7%	7%	8%
4	1%	2%	1%	2%	1%
5	1%	1%	2%	0%	1%
6	1%	1%	0%	0%	1%
More than 6	1%	0%	1%	1%	0%
No response	12%	6%	16%	21%	5%

11. Do you think the job training program has helped you find a better job than you could have found without training?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	41%	49%	35%	40%	36%
No	41%	34%	45%	28%	51%
No response	18%	17%	20%	32%	13%

12. Are you presently employed?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Yes	51%	45%	49%	57%	57%
No	41%	49%	40%	32%	39%
No response	8%	6%	11%	11%	4%

If yes:

What type?

	<u>Overall</u>	<u>JTPA</u>	<u>WIN</u>	<u>DH</u>	<u>DW</u>
Full-time	56%	58%	48%	45%	66%
Part-time	30%	30%	33%	38%	25%
No response	14%	12%	19%	17%	9%

JOB SERVICE SURVEY

1. What was the primary reason for your visit to the local Job Service Office?

/ Find or apply for work
 / File for unemployment benefits
 / Take tests to qualify for employment
 / Receive information about jobs or unemployment benefits
 / Other (Please state) _____

If your primary reason for visiting your local Job Service Office was to find or apply for work, please continue. If not, please return your questionnaire in the enclosed envelope. Thank you for your cooperation.

2. Did you find a job through your Job Service Office?

/ Yes / No (Go to D. below)

If yes:

A. Did you find a job you were qualified/trained for?

/ Yes / No

B. What type of job were you employed in?

/ Full-time / Part-time

C. How long did, or have you had the job?

/ 1 day to 3 days
 / 4 days to 1 week
 / More than 1 week to 1 month
 / More than 1 month to three months
 / More than 3 months to 5 months
 / Over 5 months
 / Don't know

If no:

D. Did you obtain employment through other means? / Yes / No

If yes:

How did you obtain employment?

/ Through a friend or a relative
 / Through an employment agency
 / By inquiring at various employers
 / Newspaper advertisements
 / Through a labor union
 / Other (Please state) _____

3. Are you presently employed? / Yes / No

If yes:

What type of job are you employed in?

/ Full-time / Part-time

CONTROL GROUP

1. What was the primary reason for your visit to the local Job Service? (More than one category could be checked by respondents)

Find or apply for work	80%
File for unemployment benefits	36%
Take tests to qualify for employment	3%
Receive information	13%
Other	3%

2. Did you find a job through your local Job Service Office?

Yes	24%
No	76%

If yes:

Did you find a job you were qualified/trained for?

Yes	76%
No	18%
No response	6%

What type of job were you employed in?

Full-time	51%
Part-time	44%
No response	5%

How long did, or have you had the job?

1 day to 3 days	7%
4 days to 1 week	4%
More than 1 week to 1 month	2%
More than 1 month to 3 months	23%
More than 3 months to 5 months	11%
Over 5 months	47%
Don't know	2%
No response	4%

If no:

Did you obtain employment through other means?

Yes	70%
No	30%

If yes:

How?

Through a friend or relative	29%
Through an employment agency	0%
By inquiring at various employers	50%
Newspaper advertisements	3%
Through a labor union	5%
Other	13%

3. Are you presently employed?

Yes	62%
No	38%

If yes:
Type?

Full-time	77%
Part-time	23%

MONTANA JOB TRAINING
PROGRAMS
EMPLOYER SURVEY

1. How many Montana job training participants have you employed since July 1, 1984?

/ 1

/ 5

/ 2

/ 6

/ 3

/ More than 6

/ 4

/ Don't know

2. Why did you hire job training participants? (Please check all that apply)

/ I believed they were qualified for the job

/ I received tax credits/partial wage payment

/ I needed help and they were available

/ They came highly recommended

/ Other (please state) _____

3. As a whole, how would you rate job training participants as compared to employees who have not had job training through Montana's job training programs?

/ Better

/ Same

/ Worse

/ No opinion

4. Overall, how would you rate job training participants on the following characteristics?

	Above Excellent	Average Average	Below Average	Not Poor	Applicable	No Opinion	
Quality of work	5	4	3	2	1	0	9
Dependability	5	4	3	2	1	0	9
Skills	5	4	3	2	1	0	9
Training received from job training program	5	4	3	2	1	0	9
Ability to get along with co-workers	5	4	3	2	1	0	9
Other (please state)	5	4	3	2	1	0	9

5. Generally, how would you rate the overall performance of job training recipients?

/ Excellent

/ Average

/ Poor

/ Above average

/ Below average

/ No opinion

Continued on back.

6. Will you continue to hire job training participants?

/ Yes

/ No

If no:

Why: _____

7. Please include any other comments or suggestions you have about Montana's job training recipients and programs.

Thank you for your cooperation!

EMPLOYERS

1. Do you have any knowledge of hiring job training participants?

Yes	46%
No	51%
No response	3%

2. How many Montana job training participants have you employed since July 1, 1984?

1	25%
2	11%
3	5%
4	4%
5	1%
6	1%
More than 6	6%
Don't know	47%

3. Why did you hire job training participants?

(More than one category could be checked by respondent.)

I believed they were qualified	47%
I received tax credits/partial wage payment	57%
I needed help and they were available	54%
They came highly recommended	9%
Other	16%

4. As a whole, how do they compare with employees who have not received job training?

Better	29%
Same	53%
Worse	4%
No opinion	10%
No response	4%

5. How would you rate job training recipients on the following:

Quality of work

Excellent	7%
Above Average	30%
Average	51%
Below Average	6%
Poor	2%
No opinion	1%
No response	3%
Not applicable	1%

Dependability

Excellent	16%
Above Average	32%
Average	36%
Below Average	10%
Poor	2%
No opinion	1%
No response	3%
Not applicable	0%

Skills

Excellent	6%
Above Average	20%
Average	54%
Below Average	11%
Poor	3%
No opinion	1%
No response	4%
Not applicable	1%

Training received from Job Training Program

Excellent	8%
Above Average	23%
Average	43%
Below Average	3%
Poor	2%
No opinion	6%
No response	7%
Not applicable	8%

Ability to get along with co-workers

Excellent	17%
Above Average	29%
Average	44%
Below Average	4%
Poor	1%
No opinion	1%
No response	3%
Not applicable	1%

Other

Excellent	3%
Above Average	5%
Average	8%
Below Average	1%
Poor	1%
No opinion	2%
No response	79%
Not applicable	1%

5. Generally, how would you rate the overall performance of job training recipients?

Excellent	11%
Above Average	32%
Average	45%
Below Average	6%
Poor	1%
No opinion	3%
No response	2%
Not applicable	0%

6. Will you continue to hire job training participants?

Yes	85%
No	6%
No response	8%
Not applicable	1%

